

## “Red Hot or Not”

### Tool introductions: *Hot or not?*



The way you introduce projective technique tools to clients can open the door to great conversations. Your introduction can also confuse the daylights out of a participant. How can we know if we're doing it right?

Remember the key points of the projective technique: The projective questions want to know “How do you **FEEL**...?”. Projective questions are open-ended. Projective questions aren't used to gather information, they are used to find core concerns.

#### **Are your Paint Chip Tool introductions Hot or Not?**

Suppose you are using the paint chips to begin a conversation to talk with a WIC mom about her child. For the following introductions choose whether you think the method of introduction is “hot” or “not”.



### **WIC Counselor Tool Introductions – Paint Chip Edition**

1) Here are some paint chips with different colors. Which one of these describes your child? ***(hot or not?)***

***Does this question make a clear connection to the child's eating pattern, nutrition or activity?***

2) You can see we have different paint colors here. Please choose a color that represents *how you feel* about the way your child eats. ***(hot or not?)***

3) There are some different colors of paint chips in front of you. Please choose one that makes you think of your child. ***(hot or not?)***

***Does this question make a clear connection to the child's eating pattern, nutrition or activity? Does this question ask how a participant feels about the topic?***

4) Please look over these paint chips for a moment. Which one says something to you about *how you feel* about mealtimes with your child? ***(hot or not?)***

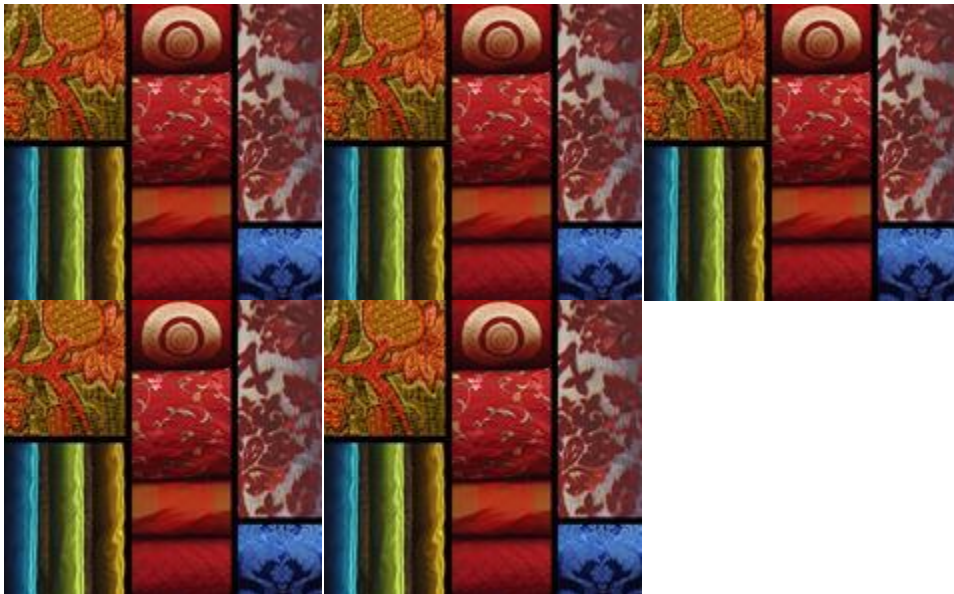
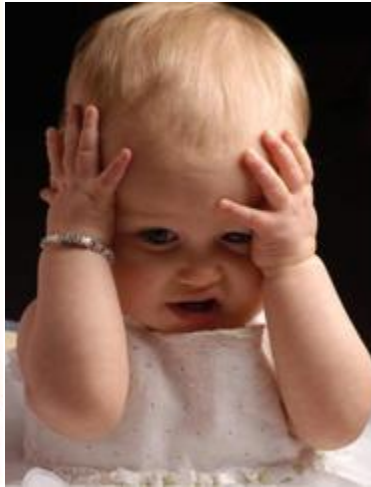
5) Here we have a variety of colors to choose from. Pick the one you feel like when you think of your child. ***(hot or not?)***

***Does this question make a clear connection to the child's eating pattern, nutrition or activity? Does this question ask how a participant feels about the topic?***

6) Here you see different colors on the desk. Pick a color that says something about your child's growth. (after choosing a color) What about that color says something about *how you are feeling* about his/her growth? ***(hot or not?)***

7) In front of you there is a rainbow of colors to choose from. Pick one that says something about your child's activity. (chooses a color) Help me understand. How does that color relate to *how you feel* about his/her activity now?" ***(hot or not?)***

Do your Texture Tool introductions leave participants amused or confused? Let's practice thinking about some ways you might introduce the fabric squares with a client.



### WIC Counselor Tool Introductions – Fabric Square Edition

1) This bag contains some different squares of fabric. I want you to reach inside and choose the one that feels like your child. ***(amused or confused?)***

***Does this question make a clear connection to the child's eating pattern, nutrition or activity?***

2) There are fabric squares in this bag. I want you to think about *how you feel* when you think about feeding your baby. Which fabric square best represents *how you feel*? **(amused or confused?)**

3) This bag contains different textures of fabric. Take a moment to find the one that represents your child's nutrition. **(amused or confused?)**

***Does this question ask how a participant feels about the topic?***

4) In this bag there are a variety of fabrics. Without looking, reach inside to choose a fabric that says something to you about *how you feel* about nursing your baby. **(amused or confused?)**

5) This bag has squares of fabric. Today I want you to choose a fabric that makes you think of how your child eats. **(amused or confused?)**

***Does this question ask how a participant feels about the topic?***

6) When you reach into this bag you will feel different textures. Choose one that says to you *how you feel* about your weight gain in this pregnancy. (picks one) "Help me understand. How does the way that fabric feels relate to your weight gain?" **(amused or confused?)**



7) Pick a texture that reminds you of *how you feel* about mealtimes at your home. What is it about that texture that says how you are feeling about mealtime at your home? **(amused or confused?)**

8) Reach in the bag and choose a fabric. Tell me how this fabric explains how your child eats. **(amused or confused?)**

***Does this question ask how a participant feels about the topic?***

How do you feel about your skills introducing different tools? If you find any tools to be a challenge, try a little practice with coworkers or on your own until it starts to come more naturally. The more tools you have in your repertoire, the easier it is to keep things fresh and fun starting conversations.

### “Multipurpose Tool”



What universal tool can be found in a pocket, purse, tool, tackle or glove box? It can be used at some point in most situations, that’s right the Swiss army knife. This multipurpose tool has been re-invented with a dazzling array of creative adaptations over the years.

What if MacGyver had such a fantastic tool? Years of heart-stopping escapes from certain death - avoided only by the clever use of random supplies - would have never been!

Let’s consider the tools that rescue conversations at WIC, the projective tools. They are very adaptable. The same tool can be used in a multi-person certification and even used more than once in the same session with a participant.

You may feel more confident with some tools than others. Why not use the old fashioned watch-and-learn approach in this situation? Sit in with your colleague, who enjoys using tools that make you a little nervous. Take the opportunity to reverse roles and have them sit with you, ask for feedback.



Be leery of mixing the multiple tools in one session. You have a bag of tools itching to be used, but for the sake of simplicity it’s best to stay with the tool you used to begin the conversation. This will help the participant stay engaged in the conversation by providing stronger continuity.

Some of you may be thinking, “Wait a tick...once I began a session with a good ol’ fashion magic wand and successfully closed sessions well with the woman smiling or crossing the finish line!” If that has been successful for you let’s celebrate; but err on the side of caution if mixing tools might confuse the participant.

Another adaptation of our multi-purpose Arizona WIC tool is checking in at the end of the appointment. This can allow you to ...

1. Summarize
2. Allow for any other matters of the heart to be discussed
3. Initiate the next steps process (formally known as goals)
4. Begin formulation of a T.G.I.F.
5. Signal the close of the session

We've got powerful tools. They give us flexibility and bring participants into the center of the conversation. But what makes them work best?

A WIC counselor who cares! Whatever you do, remember that YOU are the one who brings the heart and makes the connection that helps WIC families find the best support that we can offer. However you choose and use the tools of our trade, your ability to cover the ABCDE areas of the assessment, to listen to the feelings and concerns of the family, and find the best support makes the difference.

So take a moment to think about how you use the tools. Are you keeping conversations client-centered, covering important topics of assessment in ways that meet their needs? Are there tools that you need to practice to use in a smoother, more fluid way? Can you adjust your introduction or adapt your application of the tools to better support your Nutrition Assessment? What can you do today to make improve how you use the projective tools in your clinic?

Tell us more! Reply to this email, or reply all to tell us which tool is your favorite. Which tool is your least favorite? We'll be glad to talk about ways to use the tools and share what people are doing to be successful with them. We learn together, and together we make WIC a better place for families.